



Standard Operating Procedure Refuse Disposal Division



Divisional Landfill Tours

There are generally three types of tours. *Public* tours (schools/universities, boys/girls clubs, etc.), which you schedule and facilitate; *professional* tours (official out of town visitors, SWANA, CIWMB, etc.) that are usually scheduled by someone else and your role is usually just coordination; and the low-key informal type of *tours for new employees*, other City Departments that can materialize out of anywhere (quite often they are visitors from other countries). Below are some general rules for all tours.

Guidelines:

1. Make contact with the appropriate person/agency. Decide upon a meeting place and time (HHWTF, recycle center or Fee Booth work well). Make sure they understand that they need to provide transportation (preferably a van or a bus to keep all the visitors in one vehicle due to safety concerns on the landfill) and there is room for you in their vehicle if you are to accompany them. Make arrangements for additional tour guides if warranted by multiple vehicles or the size of tour.
2. Advise them that landfill roads are unpaved and that the City does not pay for automotive repairs (i.e. flat tires and/or front-end alignments). Also advise them that rain may cancel the tour and to call the day before to verify time/location and to discuss weather.
3. Let Landfill Engineering, Landfill Operations Manager, and the Fee Booth Supervisor know the date and time of the pending tour by e-mail or phone.
4. **Be on time** when you meet the tour group at the designated location. Bring whatever information you were requested to provide and any other pertinent landfill information you may find interesting. Stickers and handouts are always a hit with the younger children while maps and liner design documents go over well with the older children (know the anticipated age group and prepare accordingly). Be attentive to their questions and try to respond at a level appropriate for their age/expertise.
5. Keep off scraper haul roads. Be sensitive of the type of vehicle they are driving (stick to main roads). Cancel and offer to reschedule if conditions are too muddy at the landfill.
6. **EDUCATE** – Try to stress the importance of landfills, what they take to operate/maintain, as well as related environmental issues.

7. Make sure everyone leaves the site before you leave (unless permission to remain has been granted by the Landfill Operations Manager).
8. Have a cell phone or a City radio in case a problem develops while with the tour group.
9. Remain courteous and professional at all times. If desired, offer to follow-up on questions you were unable to answer.

Environmental Management System (EMS) – ISO 14001

Process Map #: N/A

Benefit of Compliance to Instruction:

- Tours go as anticipated
- Health and safety of tourists protected
- Excellent Environmental Education & Public Relation Tool

Consequence of Non-Compliance to Instruction:

- Imminent danger to unknowledgeable tour group
- Embarrassment to Department
- Disciplinary action for improper conductivity

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